Amendment dated: June 24, 2005   Customer No.: 00909

Application Serial No.: 09/455,534
Attorney Docket No. 067220-0313100
In Response to Office Action mailed March 24, 2005

This listing of claims will replace all prior versions and listings of claims in the Application.

LISTING OF CLAIMS:

1.   (*Currently Amended*) An integrated inbound and outbound voice service system

comprising:

a first system for generating markup documents personalized for subscribers of at least

one voice service, wherein the markup documents include voice service output information

derived from a data repository;

a call server comprising:

a storage device for storing the markup documents;

a call builder operative to initiate an outbound voice-enabled

communication to one or more subscribers using one or more of the markup

documents; and,

a call receiver operative to accept an inbound voice-enabled

communication from one or more subscribers;

wherein the call server accesses one or more of the markup documents for

dynamically interacting with one or more subscribers of the at least one voice service, during

either outbound or inbound voice-enabled communications, to enable the one or more

subscribers to receive and respond to the voice service output information.

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2.   (*original*) The voice service system of claim 1 wherein the call server further

comprises an authentication module operative to authenticate an inbound voice-enabled

communication.

3.   (*Previously Presented*) The voice service system of claim 1 wherein the call server

further comprises:

    a parser operative to extract text from the markup documents; and,

    a text-to-speech engine for converting the extracted text into speech.

4.   (*Previously Presented*) The system of claim 1 wherein the call server further

comprises a search module operative to search markup documents stored in the storage

device.

5.   (*original*) The system of claim 4 wherein the search module comprises an SQL

engine operative to query the storage device.

6.   (*original*) The system of claim 1 wherein the storage device comprises a relational

database.

7.   (*Previously Presented*) The system of claim 1 wherein the markup documents

comprise extensible markup language (XML) documents.

Amendment dated: June 24, 2005   **Customer No.: 00909**

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8.   (*Previously Presented*) The system of claim 1 wherein the markup documents

comprise active voice pages.

9.   (*Currently Amended*) The system of claim 1 wherein the markup documents

comprise information accessed from an on-line analytical processing (OLAP) system.

10.   (*Currently Amended*) A method for providing integrated inbound and outbound voice

services comprising the steps of:

       generating markup documents personalized for subscribers of at least one voice

service, wherein the markup documents include voice service output information derived

from a data repository;

       storing the markup documents;

       initializing outbound voice-enabled communications to one or more subscribers using

one or more of the markup documents;

       accepting inbound voice-enabled communications from one or more subscribers; and,

       accessing one or more of the markup documents for dynamically interacting with one

or more subscribers of the at least one voice service, during either outbound or inbound

voice-enabled communications, to enable the one or more subscribers to receive and respond

to the voice service output information.

11.   (*original*) The method of claim 10 further comprising the step of authenticating

inbound voice-enabled communications.

12.   (*Previously Presented*) The method of claim 10 wherein the step of accessing for

dynamic interaction comprises:

extracting text from the markup documents; and,

converting the extracted text into speech.

13.   (*Previously Presented*) The method of claim 10 further comprising the step of

searching the markup documents stored in the storage device for inbound voice-enabled

communications.

14.   (*Previously Presented*) The method of claim 13 wherein the step of searching

comprises generating SQL statements to search for particular markup documents.

15.   (*Previously Presented*) The method of claim 10 wherein the step of storing comprises

storing markup documents in a relational database.

16.   (*Previously Presented*) The method of claim 10 wherein the markup documents

comprise extensible markup language (XML) documents.

17.   (*Previously Presented*) The method of claim 10 wherein the markup documents

comprise active voice pages.

Amendment dated: <u>June 24, 2005</u>

Customer No.: 00909

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18.   (*Currently Amended*) The method of claim 10 wherein the markup documents

comprise information accessed ~~form~~ <u>from</u> an on-line <u>analytical</u> processing <u>(OLAP)</u> system.

Claims 19-22.   *cancelled*

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Application Serial No.: 09/455,534
Attorney Docket No. 067220-0313100
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23.   (*Previously Presented*) A method for providing integrated inbound and outbound

voice services to one or more users, comprising:

enabling a user to subscribe to at least one voice service that can output information,

wherein enabling a user to subscribe further comprises enabling the user to specify

preferences for the content and presentation of the voice service output information, and

enabling the user to specify a scheduling condition for executing the at least one voice service

to generate the voice service output information;

initializing an outbound voice-enabled communication to the user when the

scheduling condition has been satisfied;

dynamically interacting with the user, when the outbound voice-enabled

communication has been successfully initialized, by presenting the user with personalized

voice service output information from a personalized markup language document generated

for the user; wherein the personalized markup document further comprises one or more

embedded user prompts for enabling the user to respond to the personalized voice service

output information received; and

storing the personalized markup language document, when the outbound voice-

enabled communication to the user has not been successfully initialized, for subsequent

retrieval and presentation to the user upon receiving an inbound voice-enabled

communication from the user.